

Fig. 1

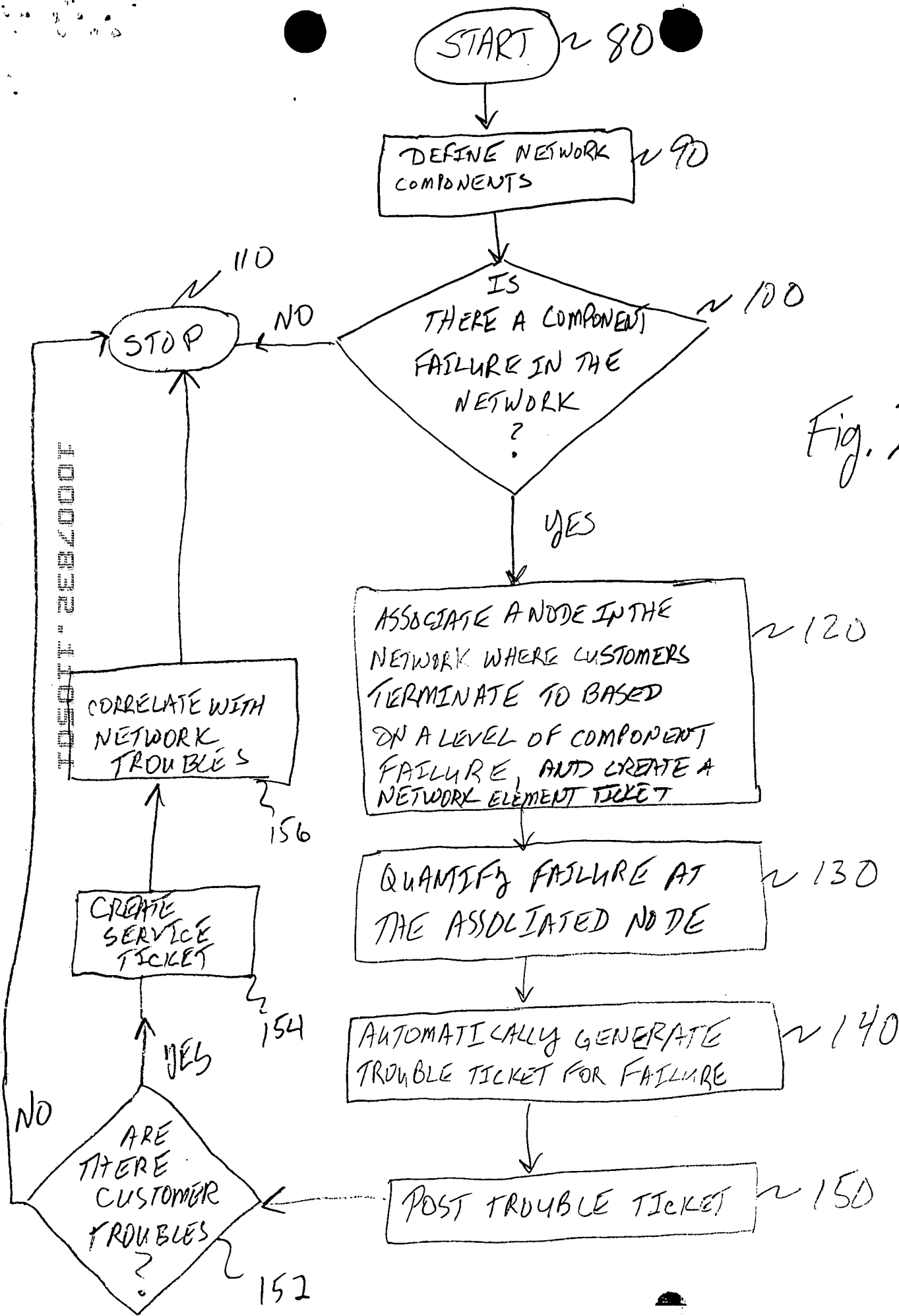


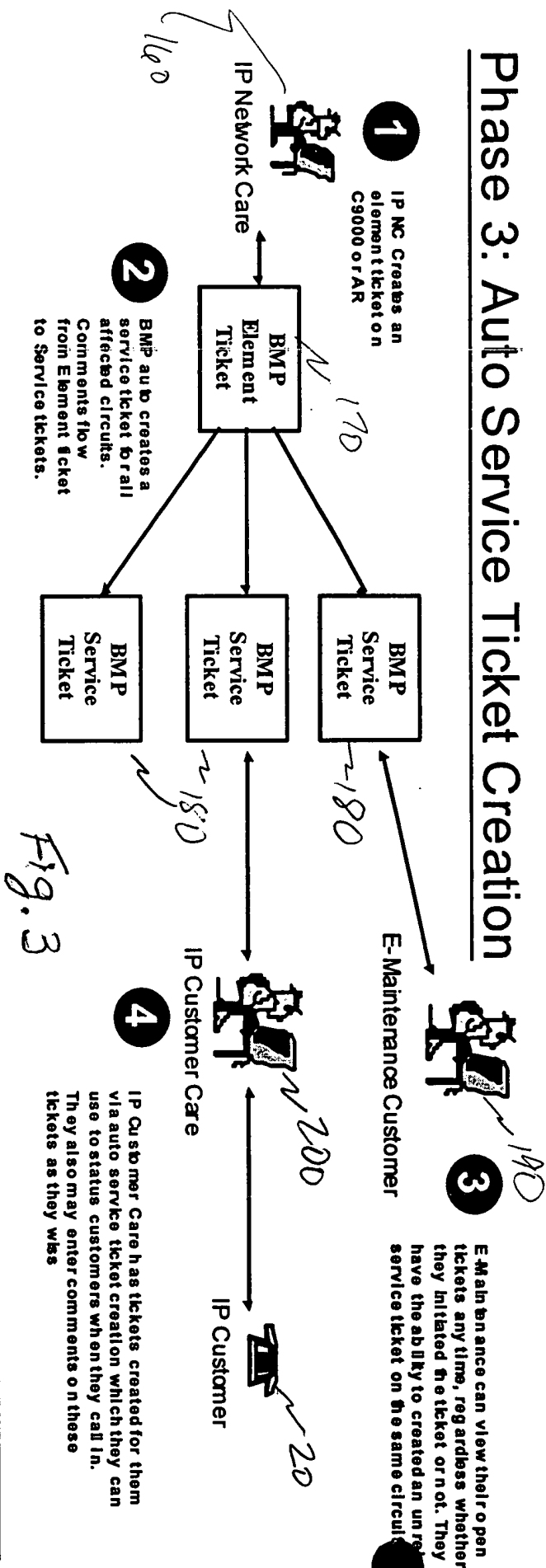
Fig. 2



**AT&T**

# The Maintenance Solution for MIS

## Phase 3: Auto Service Ticket Creation



- Improved MTR (Auto create tickets closer to time of failure)
- Gives E-maintenance customers advantage of viewing status on trouble tickets which have been created already, eliminating the need for many of the customers to create on their own.
- Deployment 4/2001 (on target)
- Allows the manual creation of service tickets on the same IP Address/Circuit if trouble is unrelated.
- Proactively communicates troubles/updates to IP Customer Care and E-maintenance customers.
- Eliminates the need of working (auto created) individual service tickets (better use of workcenter staff)
- Captures outage info for customers regardless of whether they called in the trouble or not.

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